

Mission Statement: COPE is dedicated to improving the health and quality of life of individuals in need and our community. COPE serves as a catalyst for recovery through creative, flexible, and caring programs that recognize the rights and dignity of all people.

DECEMBER 2010 VOLUME 2 ISSUE 12

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The Financial Big Picture

By Rod Cook

The financial issues of many cities, states, and the Federal government have led to an increased focus on entitlement programs and government spending. There seems to be a daily stream of sensationalistic news about budget deficits, funding cuts, increased taxes, and the ever-growing national debt. Unfortunately, in all of the hype, there lies some truth. Spending is exceeding revenues and changes have been, and will continue to be, necessary until fiscal balance is achieved. Regardless of political affiliation or personal belief, budget deficits can only be resolved by three methods: 1) reduce spending; 2) increase revenue; or 3) do both.

As most of you are aware, Arizona has chosen option 3 and it has had, and will continue to have an impact on our company and how and to whom we provide our services.

Major system changes, such as the benefit changes for non-AHCCCS eligible clients with a serious mental illness, have been well publicized. Other changes have been subtler and can be the most difficult to anticipate; consequently, it is also difficult to implement necessary system revisions. Even under the best of circumstances, it is impossible to foresee every possible outcome and it is sometimes necessary to make adjustments quickly.

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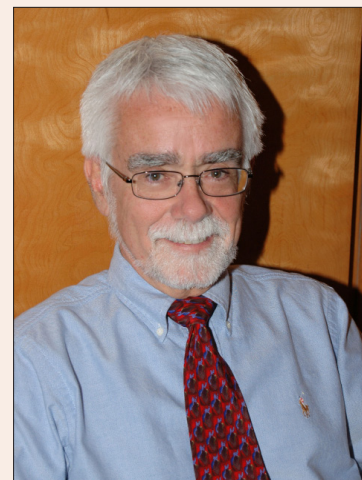
Leadership Highlights

And more...

CEO Message

by Tom Donovan

Last year COPE led the local field in service delivery. New programs were opened, community provider contracts--especially with Supported Living Systems--were expanded, and our direct service levels significantly exceeded our contracted encounter requirements. Your hard work and creativity led to measurable improvements in a long list of service areas including client satisfaction. Although I was asked more than once how it was that COPE was able to continue hiring, the real question is how we avoided the necessity for layoffs. Again, the answer is your hard work and creativity. And this year, now nearly half over, promises even more challenge. The recent election virtually extinguished all but the most conservative voices in the Arizona legislature. Along with the COPE Board of Directors, I will be watching closely when the regular session of the Arizona legislature convenes on January 11th. You may want to put azleg.gov into your favorites folder, begin tracking bills as they are introduced, and then check the Senate and House Rosters on this website so you know how to contact your legislators directly with your concerns. I have shared with many at COPE the importance of "upward voice," a concept defined by Harvard researcher Amy Edmondson as "communications directed to someone higher in the organizational hierarchy with the perceived power or authority to take action on the problem or suggestion." Simply stated, this is called speaking up. Our legislators have the power and authority to take action on the problems we see and the suggestions we make. Not speaking up when you have an idea or concern at COPE represents a wasted resource to the organization. A critical component of what we do at COPE is mobilizing resources in support of the goals of our clients and the community. Your voice is your most important resource. Please remember that when you are taking a position with your legislators, you represent yourself personally and not COPE Community Services as your employer.



Tom Donovan, CEO

The Financial Big Picture

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A very recent example of this occurred when utilization of inpatient services increased 10-20% as the number of entitled persons decreased by 30%. Increased use of this high cost service contributed to a net loss for COPE in excess of \$500,000 for July and August. Fortunately, COPE has employees who are willing and able to pull together and get the job done. For this, I am personally grateful. Their quick response has not only improved the "bottom line," it has helped to maintain our clients in the community and on the path to recovery.

I wish I could promise that there will be no further funding cuts or fiscal crises but that would be irresponsible. There are still major system changes and funding reductions being proposed that may impact all of us personally and professionally. As COPE employees, we have little control over how these changes are implemented and all we can do is have the willingness to adapt and the fortitude to persevere. I believe we are up to meeting any challenges put in our path and look forward to working with all of you to ensure that our company and our clients continue to thrive.

Board Update By Christina Anaya

The Board of Directors Retreat took place on November 16, 2010. The following items were discussed:

Potential Board Members

The Board appointed two new members: Harry Kressler and David Neri for three year terms. Mr. Kressler serves as the Executive Director for Pima Prevention Partnership. Mr. Neri currently serves as Commander of Operations Division/Downtown for the Tucson Police Department.

Program Presentations

The Board of Directors received program presentations in the areas of clinical services, compliance, and financial overview.

Mission Clarification

The Board of Directors conducted a mission clarification exercise to determine whether the current Mission appropriately reflects the overarching purpose of the organization. A subcommittee of the Board of Directors will review the mission and make recommendations, if necessary, for approval at an upcoming Board of Directors meeting.

Domains of Strategic Priority

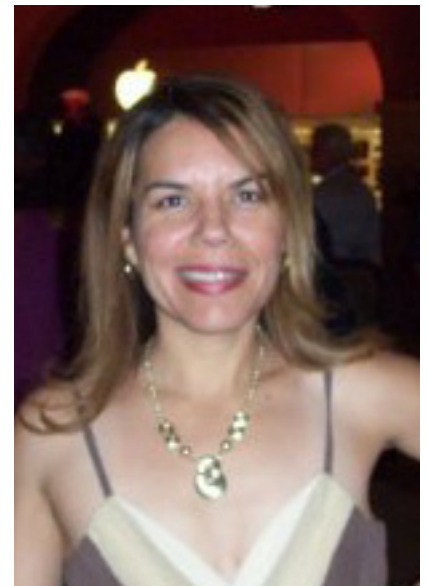
The Board of Directors received a presentation on COPE's domains of Strategic Priority.

The *i*-Comm Committee invites all sites to participate in the Esprit de COPE Newsletter by submitting an article regarding celebrations (graduation, new baby, pregnancy, etc.).

If you are interested in submitting an article for this section, contact René Pacheco at rpacheco@copecommunityservices.org.

Conversations with Yvette Vera

Yvette Vera, Clinical Services Coordinator, began with COPE in February 2010. She and her family arrived in Tucson, AZ in the summer of 2002. She is currently a military wife of 19 years and is very active and supportive in the military community. In her military travels, she was able to complete her Bachelor's Degree in Criminal Justice at the University of West Florida and her Master's Degree in Counseling at the University of Phoenix in Tucson, AZ. She has worked in the criminal justice and mental and behavioral health fields for approximately 16 years. She and her husband have a 14 year old son that she describes as her "best accomplishment in life."



Yvette Vera, Clinical Services Coordinator

When she is not working, she enjoys mountain biking, hiking, bykrum yoga, zumba, and participating in her reading club. Her family and her friends are very involved in these activities. She describes exercise and recreation as vital parts of her wellness.

She concludes by stating that she is grateful to be a part of the COPE team. Her time at COPE has provided her with many opportunities to grow personally and professionally.

COPE Committees

Cultural Proficiency and Customer Service Committee

Meetings are held on the second and fourth Monday of every month at 3:30p.m. (101 South Stone)

Green Committee

Meetings are held on the third Wednesday of every month at 4:00p.m. (location varies)

i-COMM Committee

Meetings are held on the fourth Wednesday of every month at 4:00p.m. (82 South Stone)

The *i-Comm* Committee invites all sites to participate in the *Esprit de COPE* Newsletter's site showcase by submitting an article explaining what is special about your site, team, and/or activities. The Newsletter will showcase a different site each month.

If you are interested in submitting an article for this section, please contact René Pacheco at rpacheco@copecommunityservices.org.

Food for Thought

"Ham and Sweet Rolls"

By Jessica Collins, Gyla Brooks, and Aban Sedillo

Happy Holidays! Here is the latest food for thought:

Q: I am having trouble logging onto the ADP website. What should I do?

A: When having issues with the ADP website, staff should contact the HR Department at 792-4139.

Q: I am having problems with the Essential Learning website. What should I do?

A: Any problems with the Essential Learning website should be directed to the HR Department at 792-4139.

Q: I was entering a DAP note and a pop-up window appeared stating there was a code conflict. What should I do?

A: The first thing you should do is read the pop-up window in its entirety. All pop-up windows on HMS are important and are there to help you. Be sure to make a mental note on what a pop-up window tells you, as this information may be helpful when following up to resolve the issue. The second step will depend on the pop-up message you receive. If the message is alerting you of a code conflict, this may be due to another staff member's note or billing limitation. At this point you may have to save your note as S7000 or incomplete. Just choosing another service code that may not be appropriate for the service you provided is not acceptable. You can submit a "Contact Support" or call Data Validation staff with questions. Be sure to follow up accordingly when getting a pop-up to ensure accurate and timely documentation.

Q: I was requested to add more data regarding my participation in the service I provided. Why?

A: Documentation standards require you to support the service you provided to the client. Simply listing the client response will not meet that requirement. Your DAP notes should indicate both the service provided (what you did) and the client response (what they did and said). Be sure to include in all notes your participation or interaction with the client.

Q: I was requested to remove information from my documentation. Why?

A: The DAP notes you submit are legal medical records regarding a specific client. They reflect the medical necessity of the service provided by accurate and complete documentation. Some information is not relative or appropriate to have in the medical record. Notes should not contain any of the following:

- Another client's name, as this is a HIPAA violation
- HMS system issues
- Computer problems
- Personal opinions regarding clients and/or COPE
- Contact with QM staff and/or the completion of an Incident Report

REMINDER: We are striving for professional documentation that reflects quality of client care. In order to reach this goal, remember to review the following: Spelling and grammar (i.e, proper punctuation, using capitalization of letters only when appropriate, etc.) and the accuracy of your documentation (i.e, place of service, service code, information included in DAP, etc.).

Conversations with Erika Solis

Erika Solis has been part of COPE on and off since 2008. She spent a year and a half with the STARToday Program and, upon returning from a hiatus, joined the Access to Recovery Program. She is a firm believer in recovery and is committed to helping clients achieve their full potential and goals.

Erika is a native Tucsonan, a proud graduate of the University of Arizona, and aspires to continue her education in Public Health to better serve her community.

Erika enjoys making people laugh. Her great sense of humor is contagious and alleviates the daily stresses of many of her co-workers. She always takes time to lend a hand to anyone who might need it whether it is family, friends, or co-workers. She is an avid and professional shopper, loves sports, reading, and music.

Erika is committed to improving the quality of life of the people COPE serves and to pursuing her educational and professional goals.



Erika Solis, Services Coordinator



December Birthdays

Siobhan O'Boyle	1	Linda Ratliff	13	Robert Guzman	25
Francis Poe	2	Melissa Alvarez	15	Jesus Alvarez	25
Linda McMillan	2	Luis Wofford	15	Pamela Wiseley	27
Judy May Hileman	3	Katy Corbin	15	Armando Moreno	27
Teresa Woodruff	4	Franklin Bell	15	Joseph Segegartt	29
Abdou Thiouf	4	Theresa Perez	16		
Luis Cruz	4	Matthew Pate	16		
Chelsea James	7	William Gordon	17		
Andres Yubeta	8	Nicole Sullivan	17		
Cheri Clinton	8	Diane Ramirez	18		
Evelyn Lugo	10	Celina Towne	18		
Dorea Batte	11	Lyndsie Dwyer	20		
Kristine Thompson	11	Gyla Brooks	20		
Laticia Jones	12	Corrina Nightingale	21		
Jacqueline Dugan	12	Anne Boettcher	22		
Patricia Woodall	13	Monica Ortega	23		

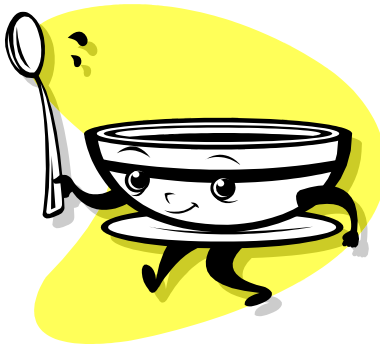
COPE Anniversaries

11 Years	Angela Masterson
8 Years	Richard Bitner
7 Years	Charles Wiltz, Eley Dean
6 Years	Ana Maria Garcia, Almedin Subasic
4 Years	Heather Moore, Steven Shaw, Maria Veronica Soto,
3 Years	Robert Beeson
2 Years	Donzell Buckhanon, Gudalupe Olea-Kaufmann, David Clark, Laurie Duarte, Kimberly Peters, Marie Deuschel-Sanchez
1 Year	Frida Espinoza, Christina Sellars, Patricia Woodall, Azucena Bravo, Jessica Garcia, Martha Vender, Bobby Austin, Erin Jobs, Robert McManus, Courtney Rodriguez, Jonathan Statt, Chad Clark, Stephanie Cuestas, Amanda Eulberg, Jeffrey Swanson

November New Hires

Zandra Alford	Community Health Outreach Worker	SOL/Women's Center
Catherina Moreno	Vocational Trainee	Presidio

TWO EASY SOUPS FOR THE COLD WEATHER



“BEER CHEESE SOUP”

- | | |
|----------------------------------|--|
| 1 Tablespoon butter | 1 14.5 oz. can chicken broth |
| ½ Cup chopped onion | 3 Tablespoons cornstarch |
| ½ Teaspoon minced garlic | 2 Cups half/half |
| 1 Teaspoon worchestershire sauce | 2 Cups shredded cheddar cheese |
| 1 12 oz. can or bottle of beer | 1½ Cups cauliflower florets (optional) |

Melt butter in pot on medium heat and add onion, garlic, and worchestershire sauce. Stir well. Add the beer and raise heat to high and boil for about three minutes to evaporate the alcohol. Add the chicken broth and bring back to a boil. Lower heat to medium and simmer a few minutes. Mix cornstarch with three tablespoons water and stir until smooth. Stir slowly into soup until it thickens. Slowly add cream, cauliflower, and cheese. Cook for about three minutes. Garnish with bacon bits and serve with crusty rolls.

(Cont'd. on page 9)

“ALBONDIGAS SOUP”



- | | |
|------------------------------------|-----------------------------------|
| 1 Quart water | 1½ Lbs. ground beef |
| 4 Sliced carrots | 1/3 Cup seasoned dry bread crumbs |
| 2 Small potatoes, peeled and diced | 1/3 Cup milk |
| 1 Medium onion chopped | Chopped fresh cilantro (optional) |
| 1½ Cups medium or hot salsa | |
| 2 Beef bouillon cubes | |

In a large pot, bring water, carrots, potatoes, onion, salsa, and bouillon cubes to a boil. Reduce to medium heat and simmer, stirring occasionally, approximately 10 minutes. Mix the beef, bread crumbs, and milk together, form into one inch meatballs, and drop into boiling broth. Once all meatballs are in soup, return to medium/low heat. Cover and simmer 25 minutes. Sprinkle cilantro on top, if desired. Serves five.